



CHRA NORTH CENTRAL REGION

CUSTOMER ADVISORY BOARD

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August 18-19, 2004



Overview

- Civilian Human Resources Agency
- North Central Picture
- Today
- At Our Doorstep
- Hot Issues
- Civilian Personnel Evaluation Agency
- Assessment Survey



CHRA Changes

- October 1, 2003
- Organizational Merger
- Established Regional Director
- Local day-to-day Operational Control
- Non-appropriated Fund
- Funding Stream
- Administrative Actions
- Rating Scheme

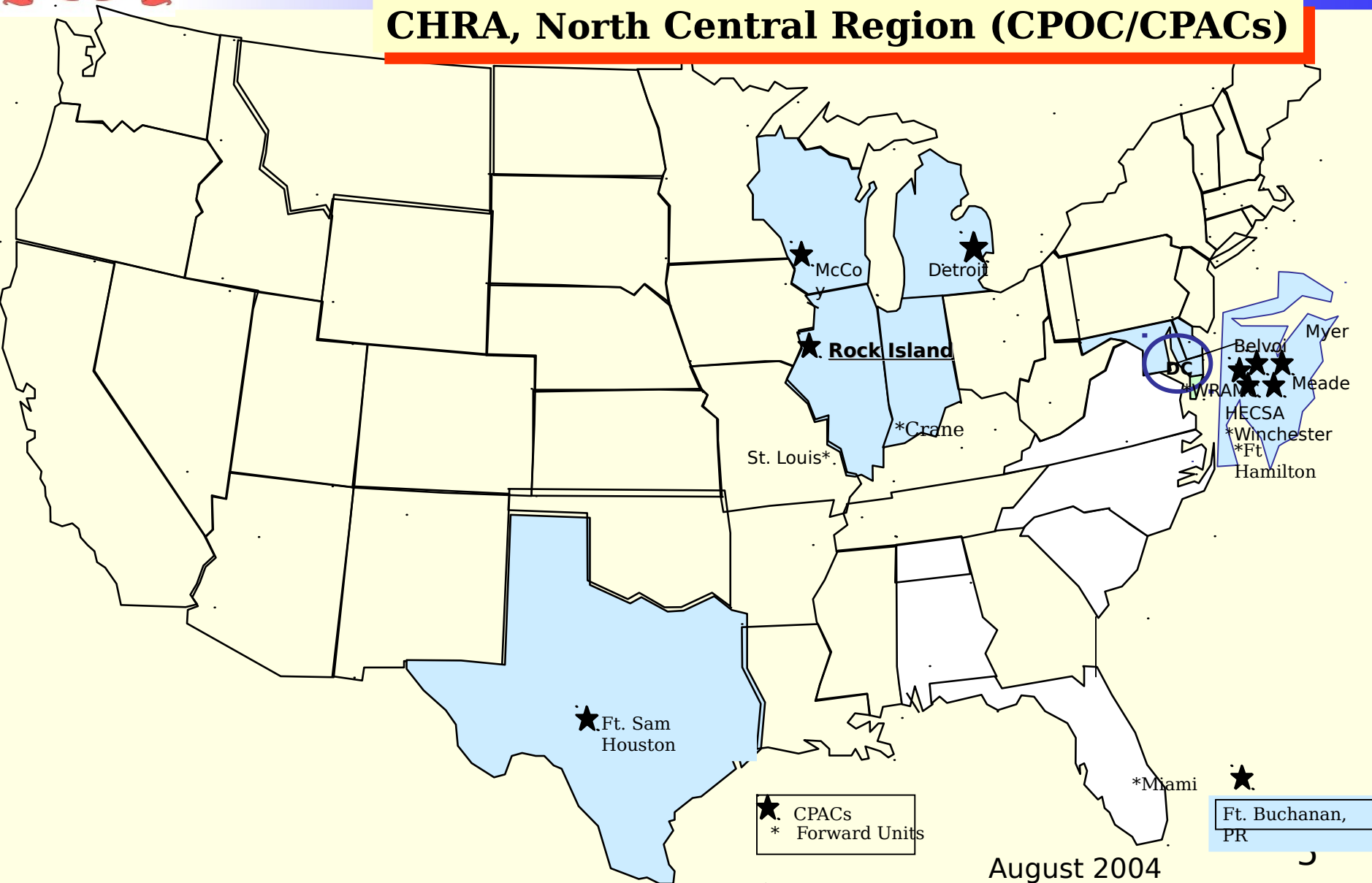


North Central Picture





CHRA, North Central Region (CPOC/CPACs)





Regional Director

Rock Island

Civilian Personnel Operations Center (CPOC)

Rock Island

Civilian Personnel Advisory Centers (CPACs)

Rock Island - Crane

Fort McCoy - St. Louis

Detroit Arsenal

Fort Sam Houston

Walter Reed Army Medical Center

Fort Belvoir

Fort Meade

Fort Myer - Fort Hamilton

HECSA - Winchester

Fort Buchanan - Miami



Customers

Appropriated Fund (APF)
35,588

Nonappropriated Fund (NAF)
3,269

Military



Geographic Dispersion

All 50 States and the District of Columbia

Puerto Rico

Overseas in 32 Locations

**United Arab Emirates, Afghanistan,
Argentina,**

**Bahrain, Belgium, Belize, Bolivia, Brazil,
Colombia,**

**Costa Rica, Ecuador, Egypt, El Salvador,
Germany,**

**Honduras, Iraq, Italy, Japan, Kyrgyzstan,
Republic of**

**Korea, Kuwait, Mexico, Netherlands, Peru,
Panama,**

**Qatar, Russia, Saudi Arabia, Serbia, United
Kingdom,**



- Arlington National Cemetery
- Logistics Assistance Representatives
- Military Technician Program
- Medical Facilities
- MEDCELL
- IMA Regions
- DA Interns



TODAY

- Installation Management Agency - IMA
- Civilian Deployment
- LMER Shortages
- HR For New Supervisors
- Security Clearances
- Drug Testing



TODAY

- Integrated Definition Model/Task Listings – IDEF
- Standardization/Best Practices
- RPA Direct
- Army Regional Tools – ART
- RESUMIX



At Our Doorstep

- Army Portal
- More Automation
- Automation Security
- Predictive Tools – Workforce Analysis & Support System (WASS)/Civilian Forecasting System (CIVFORS)
- Correlate the ABC System and the IDEF
- Disabled Veterans



HOT ISSUES

- National Security Personnel System
- Senior Army Workforce
- Military to Civilian Conversions



CIVILIAN PERSONNEL EVALUATION AGENCY

- CPAC audits conducted
 - Fort Sam Houston, May 4-13
 - Fort Myer, June 21-30
 - Fort Meade, July 12-21
- RIA CPAC and NC CPOC audit in September
- Variety of information sources used
- Primary focus was CHR/EEO program effectiveness



CIVILIAN PERSONNEL EVALUATION AGENCY

POSITIVE FINDINGS

- CPAC dedication to mission
- Effective Command/CPAC partnership
- Provides sound advice
- Proactive in A-76/MEO/RIF administration
- MER program is proactive



CIVILIAN PERSONNEL EVALUATION AGENCY

NEEDS WORK

- Not operating IAW IDEF
- Regular presence in serviced organizations
- No workforce forecasting/succession planning
- Automated tools not fully utilized



ASSESSMENT SURVEY

- Assessment survey administered
- CPAC/CPOC jointly met with officials in March
- 61 stakeholder interviews conducted
- Completed on-line surveys in April
- Numerical assessment of products and services
- Plans of action developed jointly by CPAC/CPOC
 - Activity Plan
 - Regional Plan
- Specific actions and timeframes to “get well”



ASSESSMENT SURVEY

POSITIVE FINDINGS

- Professional and responsive service
- CPAC/CPOC relationship
- Quick turn-around time issuing referrals
- Coordination of RIF actions
- LMER support



ASSESSMENT SURVEY

NEEDS WORK

- More effective training program
- Leadership training
- Information flow
- Clarification of roles
- Automated tools not friendly
- Workforce planning



WEBSITES

- **NSPS:**

www.cpms.osd.mil/

- **SAWMO:**

www.cpol.army.mil/library/sawmo

- **IDEF:**

www.cpol.army.mil/library/general/idef

- **WASS/CIVFORCE:**

www.cpwass.belvoir.army.mil/wass/wasshome.htm

- **NC CPOC Internet:**

www.cpolrhp.belvoir.army.mil/ncr/frameset/nccpoc.htm